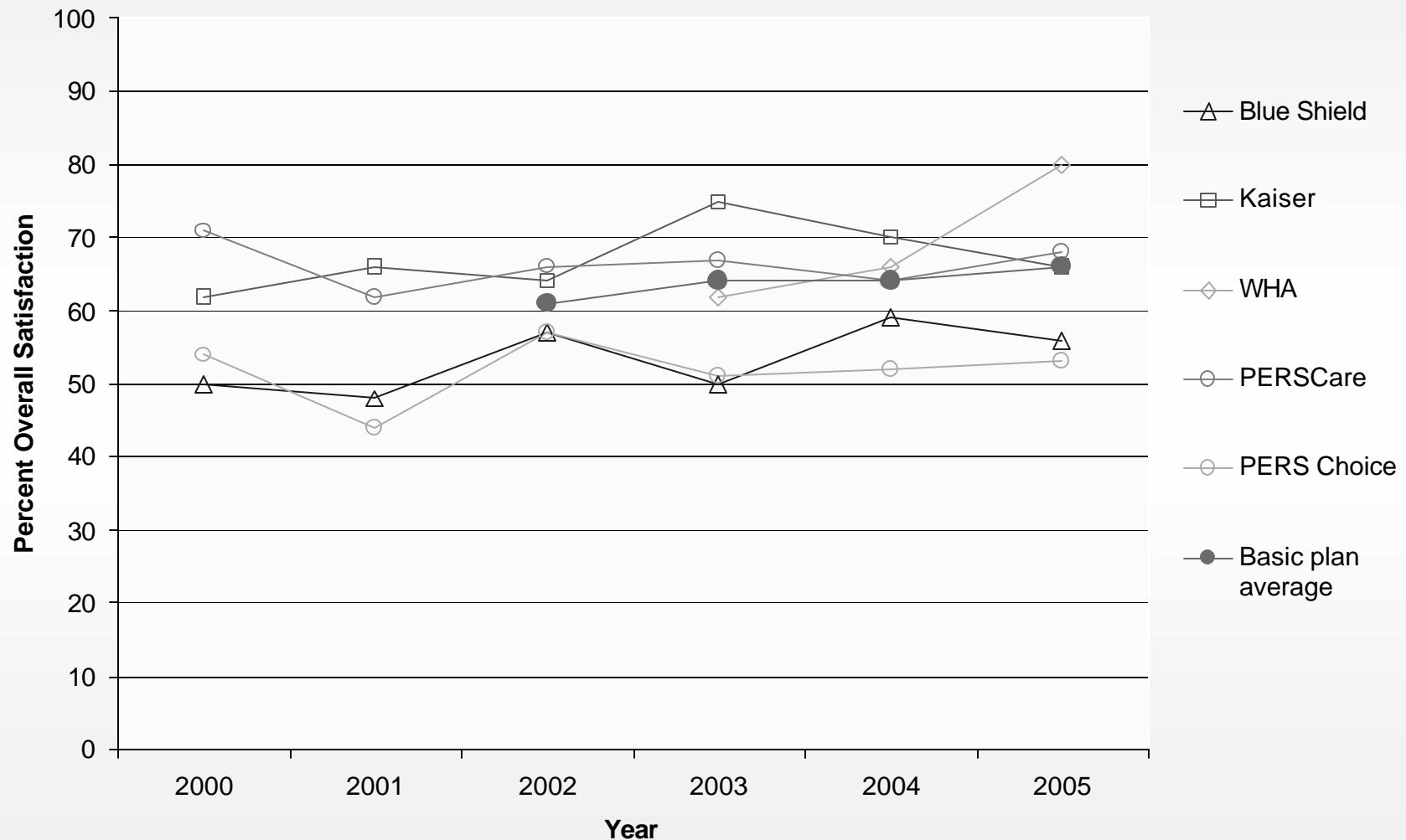


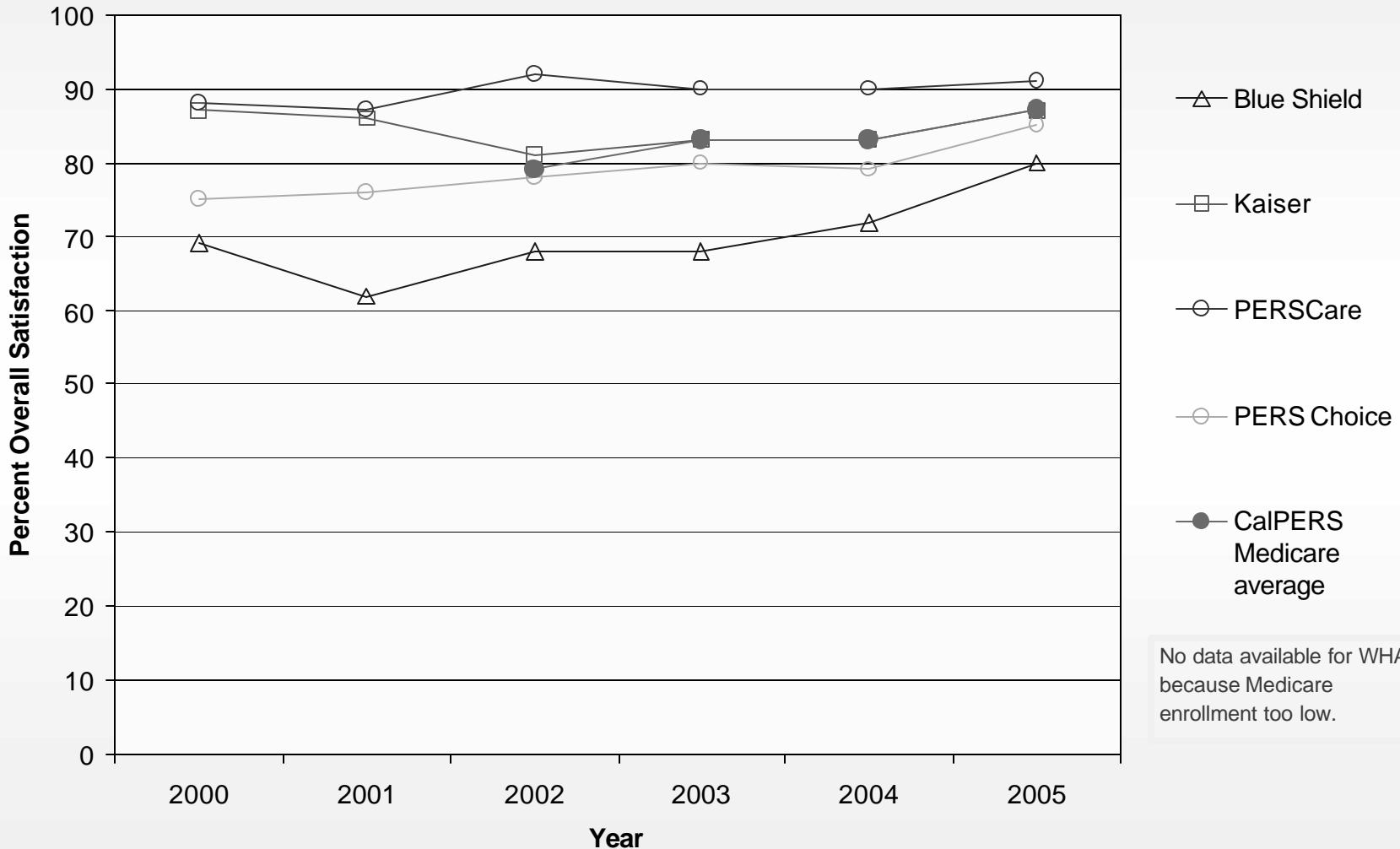
# **2005-2006 Quality Report Charts**

Health Benefits Committee, Agenda Item  
September 20, 2005

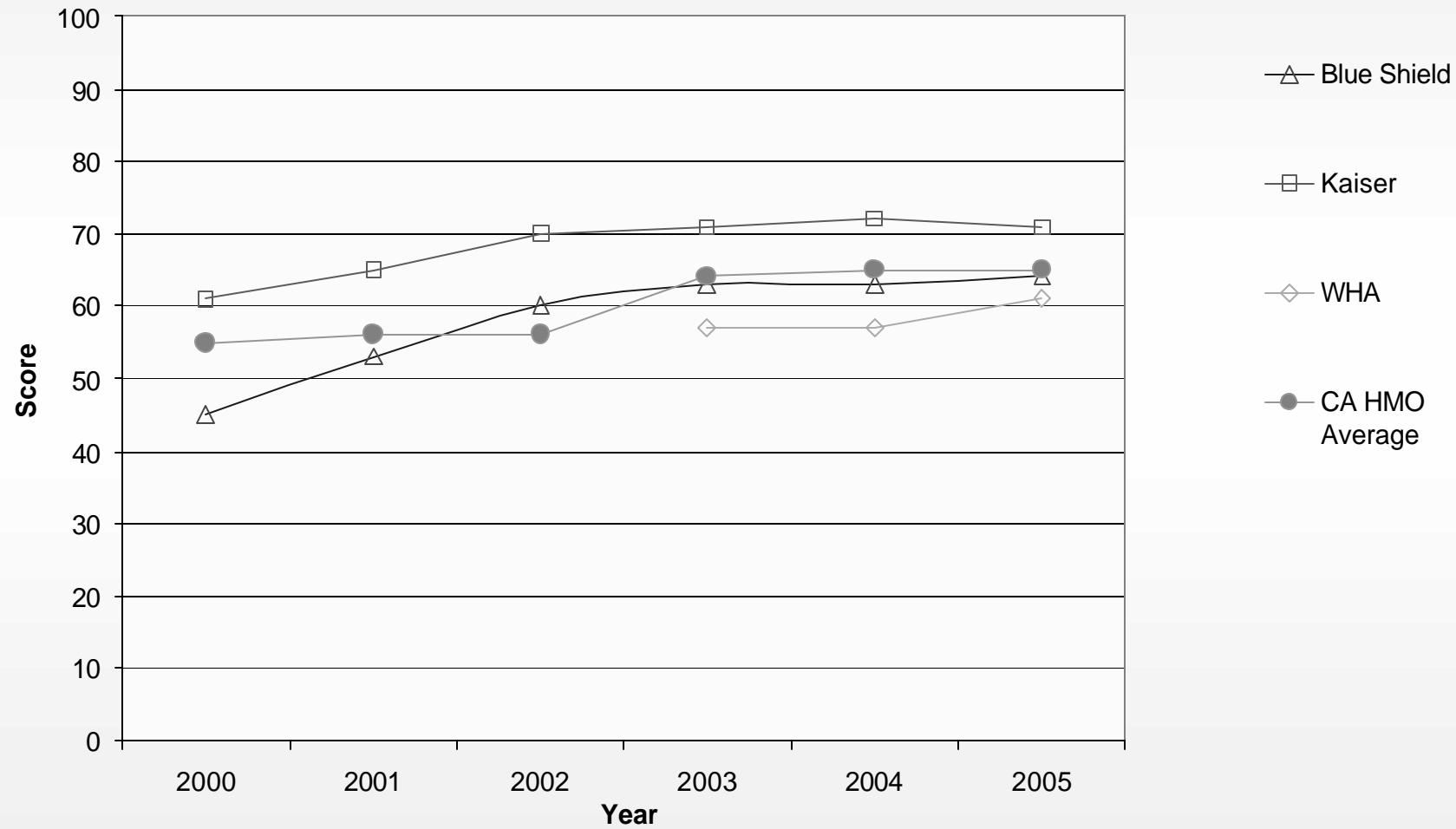
## Trends in Overall Member Satisfaction 2000-2005: Basic Plans



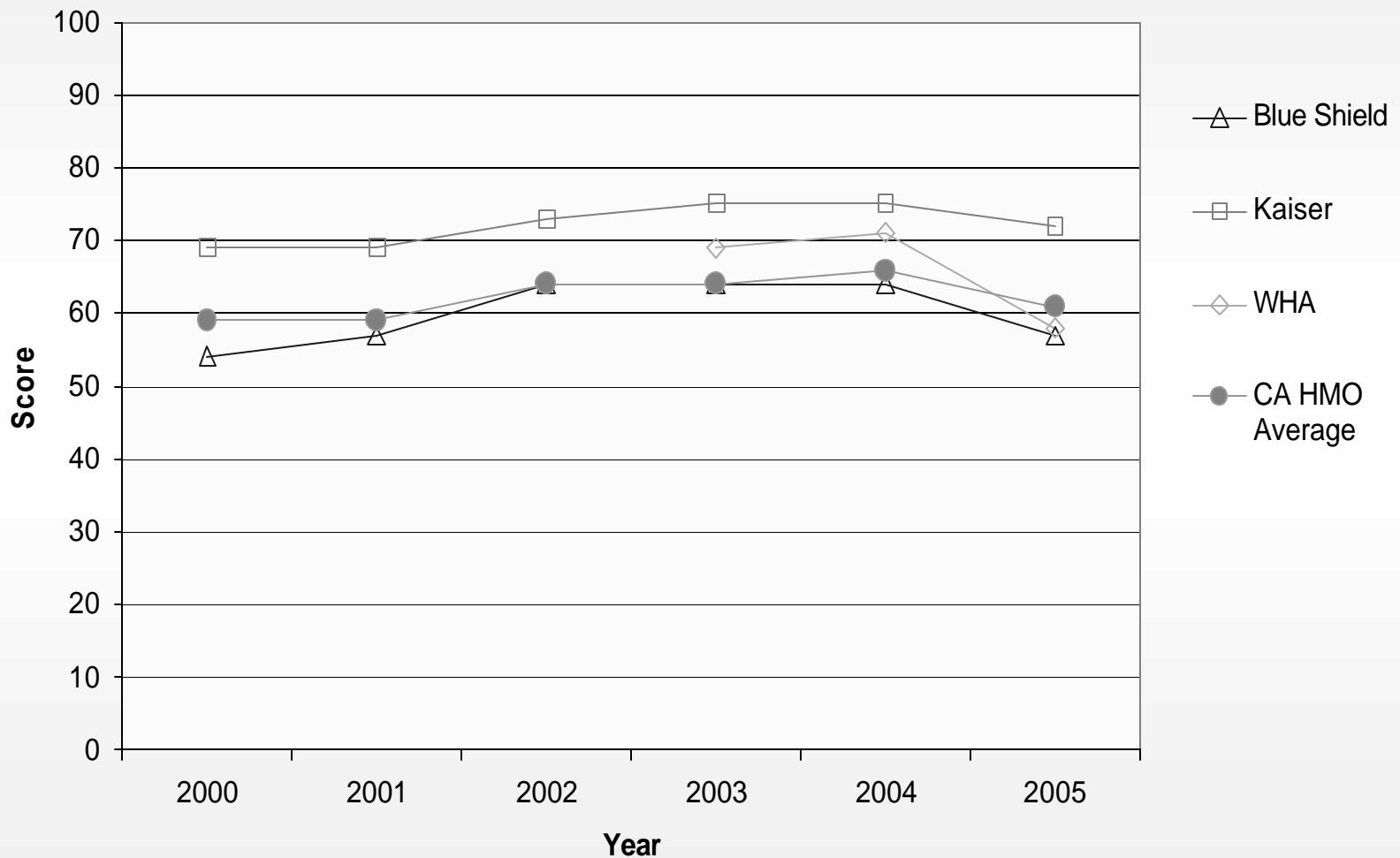
## Trends in Overall Member Satisfaction 2000 - 2005: Medicare Plans



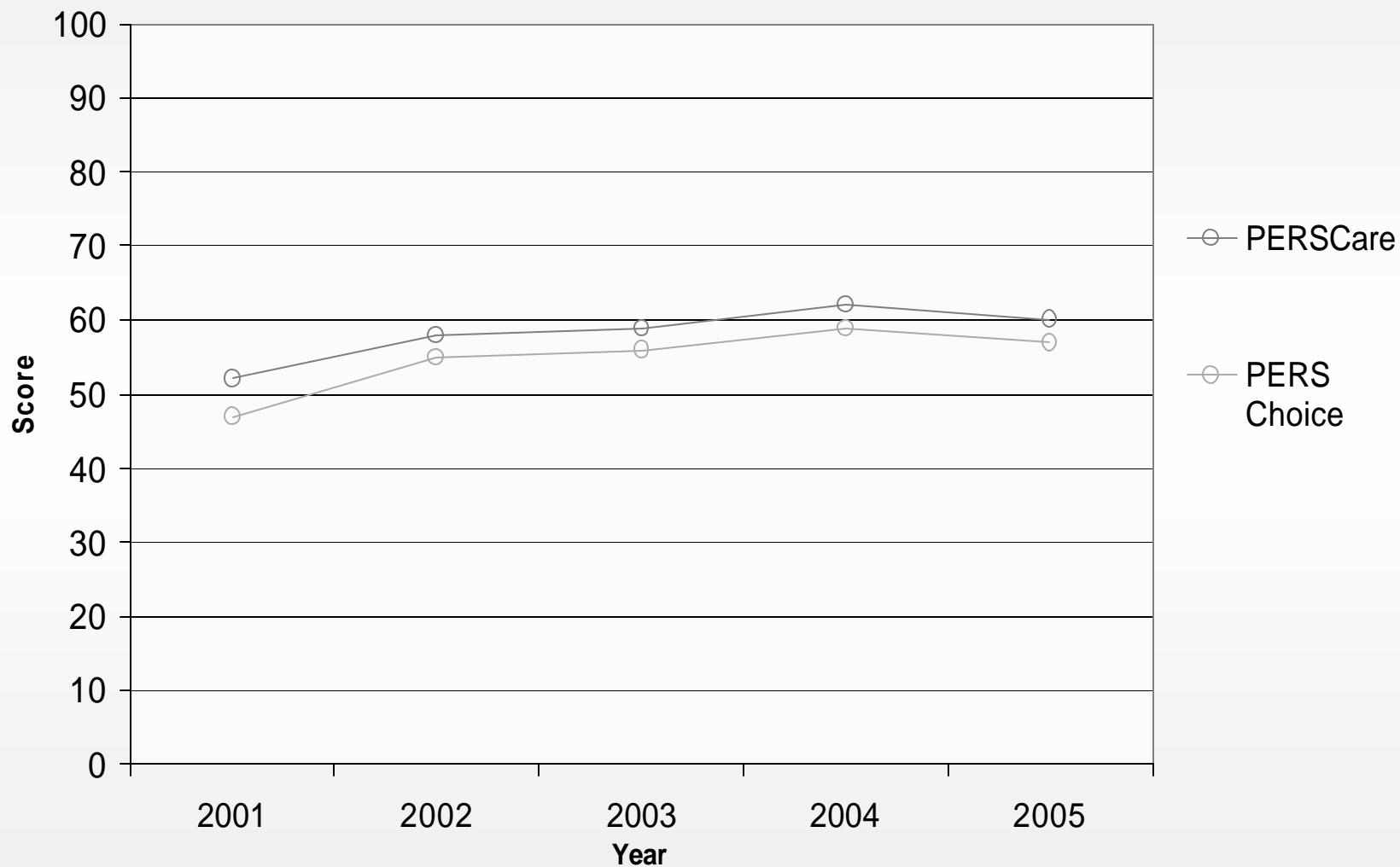
## Trends in Basic HMO Effective Care Measures 2000-2005



## Trends in Medicare HMO Effective Care Measures, 2000-2005



## Trends in Basic PPO Effective Care Measures, 2001-2005



### Trends in Medicare PPO Effective Care Measures 2001-2005

